



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, UNITED STATES ARMY DENTAL COMMAND**  
**2050 WORTH ROAD**  
**FORT SAM HOUSTON, TEXAS 78234-6000**

REPLY TO  
ATTENTION OF


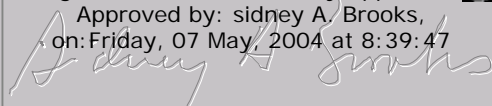
MCDS

25 March 2004

**MEMORANDUM FOR All U.S. Army Dental Command Personnel**

**SUBJECT: U.S. Army Dental Command (DENCOM) Policy Letter 04-30, Military Medical Support Office (MMSO)**

1. Due to the great demand for dental services, DTFs (Dental Treatment Facilities) may consider the use of dental care purchased from civilian providers. The Military Medical Support Office (MMSO) is the agency that processes the claims for payment from civilian providers. In order to more appropriately manage use of this expensive alternative to care in the military DTFs, this policy will govern all care referred from subordinate clinics.
2. The DENTAC or DCC commander has full responsibility for all care referred from subordinate clinics. MMSO does not validate or deny referrals from military DTFs. Referrals must specify the exact treatment services requested. The DTF will formulate a complete treatment plan prior to referral. The referral process is outlined in Appendix 1.
3. Referrals to civilian providers will be primarily for Class 3 conditions. Referrals for routine hygiene services are also authorized. These purchased services must not be available on the installation (or at DTFs within the 50-mile cachement area) within the TRICARE established access standard of 21 days for general dentistry or 28 days for specialty care.
4. The referring clinic must ensure that an appointment is available for the soldier from a civilian source within the above access standards. Guidelines for selecting civilian providers are provided in Appendix 2.
5. The DTF has the responsibility to log and track referred care. Documentation of the care provided by the civilian dentists must be returned to the DTF for appropriate annotation in the soldier's dental health record and updating of the dental readiness classification.

Signature Authenticated by Approval   
Approved by: sidney A. Brooks,  
on: Friday, 07 May, 2004 at 8:39:47  


**SIDNEY A. BROOKS**  
Colonel, Dental Corps  
Commanding

## APPENDIX 1

### DTF REFERRAL PROCESS

1. The Army dentist fills out the SF 513 (Consultation Sheet) or local referral form giving the patient's name and SSN. Include the tooth number(s) and the specific treatment authorized. Do not use a general statement such as, "Please evaluate and treat as necessary." The tooth surfaces do not need to be specified for restorations, but the material should be. Examples of correct referrals include: # 3, 4, 14, 15 – Amalgam Restorations; #8, 9 – Composite Resin Restorations; 12 – RCT; #12 PFM Crown with Post and Core; Mandibular Cast Metal RPD replacing #19-20, 23-26, and 30. The signature of the Army dentist authorizes the care.

2. The SF 513 or local form must include the referring DCC or DENTAC, as well as the referring dentist (printed or stamped) and commercial phone number. The civilian provider may need to modify the treatment plan based upon clinical findings and must get approval from the referring dentist prior to initiating treatment. If modifications are made to a previously submitted consultation (referral) sheet they must be transmitted telephonically to MMSO at (888) 647-6676.

3. A copy of the SF 513 or local referral form must be mailed or faxed to MMSO as soon as possible. Without a referral on file MMSO will deny any claims, creating problems for both the soldier and the civilian provider. The address and fax number are:

Military Medical Support Office  
ATTN: Dental Preauthorizations  
P.O. Box 886999  
Great Lakes, IL 60088-6999  
Fax: (847) 688-6369

4. The patient is sent to the civilian provider for treatment. The DTF gives the soldier a MMSO Dental Information Sheet to be filled out and signed by the soldier and then given to the civilian provider for submission with the claim. This form can be downloaded from the MMSO website: [http://mmso.med.navy.mil/MMSO\\_DENTAL\\_INFO\\_SHEET.PDF](http://mmso.med.navy.mil/MMSO_DENTAL_INFO_SHEET.PDF)

5. The civilian provider completes the treatment.

6. The civilian dentist sends the bill to MMSO using the standard ADA Dental Claim Form format. This must list the tooth number, current ADA procedure code number and procedure code description, and the date of service. Each claim submitted must include the MMSO Dental Information Sheet signed by the soldier. Claims are submitted to:

Military Medical Support Office  
ATTN: Dental Claims  
P.O. Box 886999  
Great Lakes, IL 60088-6999

## APPENDIX 2

### ESTABLISHING A CIVILIAN PROVIDER BASE

Coordination with local dentists to evaluate access to care in the civilian community is essential. Consider presenting the program at local Dental Society meetings. Explain the MMSO Payment system to interested dental providers: direct full-fee reimbursement for authorized treatment (assuming that the provider's fee is within the usual, customary, and reasonable fee for the geographic area). Inform providers that this program is not associated with the TRICARE Dental Program administered by UCCI or any other insurance program.

Any dentist licensed within the United States and practicing within that state or the District of Columbia is considered an eligible provider. However, if a civilian provider does not meet basic standards of care or access to care standards, or provides a different type of care that is normally accepted by the military, the Army is allowed not to accept that provider for referrals. However, DTFs cannot select providers that suggest a conflict of interest, discrimination, or other special selectivity.

DTFs have a responsibility to be prudent watchdogs of the taxpayers' money. If a civilian dentist charges excessive fees and equal quality can be obtained for a lesser fee from another civilian dentist, the Army is not forced to use the higher priced dentist just because that provider wishes to participate in the program. The referring command can inform the dentist that for reasons in the best interest of the U.S. Government, the Army chooses to use a different provider(s). The command should be able to support this decision if a complaint arises.